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To enrich lives through effective and caring service.

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February 23, 2009

To: Each Supervisor

From: Tom Tindall *Tom Tindall*
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER
N04-0545**

This is to notify you of ISD's intent to amend ITSSMA Work Order N04-0545 with Rydek Computer Professionals to increase the amount by \$117,936 for a maximum Work Order amount of \$417,935.99 and to extend the Work Order term through March 31, 2010. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

BACKGROUND

Information Technology Shared Services (ITSS) installs, configures, tests, and monitors more than 3,500 PCs within the ITSS Hosted environment. Additionally, approximately 7,000 DCFS PCs are planned for migration to ITSS prior to the end of FY 09/10. Altiris Client Management Suite will be used for desktop centralized management and Citrix Thin Client will also be used as a desktop replacement to current desktop decentralized management.

The rapid growth of the County's desktop workstations supported by ITSS, coupled with the implementation of new technology like the Citrix, Thin Client solution, and various desktop management tools, have created the need to extend this Work Order for the current consultant to supplement our technical work force.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the consultant working under this Work Order on a time and materials basis performs the following specific services:

- Delivers and sets up personal computer/laptop equipment.

- Installs software and peripherals on personal and/or laptop computer systems. Depending on the desktops OS configuration, software may include: Windows XP OS, MS Office Pro Suites, network adapters, internet browsers and different proprietary applications.
- Resolves end-user problem calls. Most installations/repairs are in house. However, some occasional travel to remotely located users may be required.
- Contributes to a project team installing desktop equipment at remotely located County agencies.
- Configures and connects desktop and laptop computers to the network.

JUSTIFICATION

The skill set provided by this consultant is critical to the ongoing and expanding ITSS centralized desktop management. County staff is not available to provide these essential functions. However, we are actively trying to recruit the skills needed against an existing vacancy. A recent DHR Senior NSA exam failed to identify a qualified candidate, so an ISD exam at the Senior NSA level is being requested to fill this void.

FISCAL IMPACT

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is \$117,936. This Work Order is funded by the use of a vacant, budgeted position used to offset the cost through salary and employee benefits savings. Costs are recovered through chargeback for IT Shared Services to participating County departments. There is no impact on net County costs.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the extension.

Each Supervisor
February 23, 2009
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If there are any questions or comments, your staff may contact me or Dave Chittenden, Acting General Manager, Information Technology Services, at (562) 940 -2901.

TT:DC:jr

c: Chief Executive Officer
Executive Office, Board of Supervisors
County Counsel
Joe Sandoval

NOTED AND APPROVED:



Richard Sanchez,
Acting Chief Information Officer